

**Product Number: 4610.02.15**

## ONLINE HUNTING AND FISHING LICENSE (HFLO/AHFLO)

**Effective Date:** July 1, 2014  
**Revision Date:** February 10, 2014  
**Version:** 0.0.0  
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This system allows citizens to purchase hunting and fishing licenses and agents throughout the state to purchase and sell hunting and fishing licenses.

The hours of support required for Hunting and Fishing License On Line applications are listed below.

Application	Support Hours	Days of Week
HFLO	Application Support 7:00 am - 5:30 pm Best effort after hours and on weekends  Hosting, Security and WAN Network support - 24 x 7	Monday – Friday
AHFLO	Application Support 7:00 am - 5:30 pm Best effort after hours and on weekends  Hosting, Security and WAN Network support - 24 x 7	Monday – Friday

### Product Features and Descriptions

Feature	Description
Hunting License	Provides a license that gives a customer a hunting opportunity.
Fishing License	Provides a license that gives a customer a fishing opportunity.
Application Help Desk	Provides direct support for the approximately 450 agents using the system.
Reports	Provide various reports that document the use of this system by citizens and

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	business agents.
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### Features Not Included

Feature	Explanation
Application Help Desk Support (added)	This Product Description does not provide for application help desk support. This is a business function that is provided by customers of the applications.

### Rates and Billing

Feature	Description	Base Rate
Application Maintenance and Enhancements	Programming and testing of HFLO/AHFLO and associated applications and interfaces to fix reported bugs. Programming and testing of enhancements that are required to accommodate sale of hunting and fishing licenses according to state statute.	Refer to DTS Rate for Application Maintenance
Application DBA Support	Perform modifications to the database needed to accommodate the implementation of changes to the system.	Refer to DTS Rate for Application Maintenance
Hosting	Manage application servers for application	See DTS Enterprise Hosting & Storage Rates
Desktop Support	Maintain desktop equipment for the application	See Desktop Support Services Rate
Network	Enterprise Network Services	See DTS Network Services Rate
Security	Enterprise Security Services	See DTS Enterprise Security Rate

### Ordering and Provisioning

Application Maintenance / DBA Maintenance - Coordinated through the Product Manager.

Hosting / Desktop Support – Contact the Help Desk via phone or email

### DTS Responsibilities

Analysis, Design, Programming and Testing of enhancements made to the application as requested by the client.

Operation and maintenance of the servers and other equipment needed to operate the application.

Provide network support to insure the 24/7 availability of this system to all business agents.

Provide desktop end-user support to fix problems with the equipment used to run the HFLO/AHFLO

systems.

### Agency Responsibilities

Provide user requirements to DTS for modifications / enhancements to the application. Prioritize such enhancements and complete user testing and verification before such modifications are implemented in a production environment.

Assist the business operators with their use of the system.

Respond to customer questions related to the licenses issued.

Produce reports related to the sale of licenses.

### DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

#### Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at <http://dts.utah.gov/metrics/index.html>.

Metric Description	Target
Hunting and Fishing License System	This system needs to be available statewide to citizens 24 hours a day, seven days a week. During this time, DNR will accept 99.9% availability due to unforeseen outages. A software program is running that will immediately notify the appropriate agency and DTS personnel if there are any interruptions in service.
Agent Hunting and Fishing License System	This system needs to be available statewide to the business agents 24 hours a day, seven days a week. During this time, DNR will accept 99.9% availability due to unforeseen outages. A software program is running that will immediately notify the appropriate agency and DTS personnel

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	if there are any interruptions in service.
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Times exclude those tickets in a "Pending" status waiting a known bug fix.

**Resolution Time:**

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

<b>Total Time to Resolution</b>	<b>Target: Percent of Tickets Meeting Priority Timelines</b>
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

**Initial Response:**

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: <http://dts.utah.gov/metrics/index.php>.

<b>Time to Initial Response</b>	<b>Target: Percent of Tickets Meeting Priority Timelines</b>
Low priority - 1 Business hour	85%
Medium priority - 1 Business hour	85%
High priority - 1 Clock hour	90%
Critical priority - 30 Clock minutes	95%

**First Contact Resolution:**

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

<b>Metric Description</b>	<b>Target</b>
<b>First Contact Resolution</b>	65% of all incidents reported resolved on initial contact

**Customer Satisfaction Surveys and Reporting:**

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity

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to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at <http://dts.utah.gov/metrics/index.php>.

### Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	$\geq 4.5$ on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied